

NORTH CAROLINA **SYMPHONY**

Volunteer Requirements

- Complete an application form
- Over 18 years of age
- Attend a personal interview
- Possess excellent communication skills
- Professional demeanor and appearance
- Have a positive attitude
- Willingness to perform a variety of tasks
- Available to volunteer at least once every two month, with shift times ranging from 2 – 4 hrs
- Being punctual

Opportunities for volunteers are provided without regard to religion, creed, race, national origin, age, sex, disability or sexual orientation.

Volunteer Roles

- **Education events** – Assist at education concerts, Instrument Zoo, Youth Concerto and the Young All Star Competitions
- **Newsletter** – Create ideas and able to write informative, exciting articles for fellow volunteers
- **Library flyer program** – Pick up flyers from the office and distribute at designated libraries
- **Information desk** – Provide information about venues, concert series, single tickets and pricing
- **Concert greeter** – Extending a warm welcome to patrons as they arrive to the concert hall
- **Office assistance** – Assist with mailings, photocopying, filing and marketing projects
- **Events & festivals** – Attend weekend and evening local events to promote the Symphony
- **Philanthropy events** – Register VIP patrons and issue name tags
- **Special projects** – Assist Philanthropy Department with special donor events
- **Will Call desk** – Distribute pre-purchased tickets to patrons

Artistic / Education Department

Instrument Zoo Volunteer

Instrument Zoo Volunteers will work directly children of all ages. The instrument zoo consists of a set of “touch” instruments from the brass, woodwind and string families. Kids are invited to touch these instruments and even given instruction on how to make their first sounds. No experience playing an instrument is necessary in order to volunteer.

RESPONSIBILITIES

Instrument Zoo Volunteers for the Artistic Department are expected to perform the following:

- Receive instruction from NCS education staff on how to present instruments to children
- Interact and have patience working one-on-one with children ages 2-16
- Give directions on how to hold instruments properly and prevent kids from using instruments in a manner which would be damaging to them
- Able to stand for period of time
- Use supplied disinfectant wipes for sanitizing wind instruments
- Manage crowds and usher folks into organized lines
- Contribute to a “fun” and educational environment with a positive attitude

SUPERVISOR

Instrument Zoo Volunteers for the Artistic Department report to Jessica Nalbone, Education Manager

SKILLS

- Knowledge of musical instrument encouraged but not required
- Good communication skills, appropriate on a child’s level
- Ability to interact with the general public
- Positive attitude and patience working with children of all age and skill levels

Artistic / Education Department

Education Workshop Volunteer

Education Workshop Volunteers will work with adult educators who are attending the North Carolina Symphony Education Concert Workshop. This workshop occurs annually with more than 150 participants and includes demonstrations designed for teachers preparing students to attend North Carolina Symphony education concerts.

RESPONSIBILITIES

Instrument Zoo Volunteers for the Artistic Department are expected to perform the following:

- Check in registered participants
- Provide general information, e.g. location of restrooms, etc.
- Issue and manage workshop materials, e.g. workshop booklets, agendas, etc.
- Give a brief synopsis of the event schedule
- Able to manage a crowd and usher where necessary
- Working within a professional environment

SUPERVISOR

Education Workshop Volunteers for the Artistic Department report to Jessica Nalbene, Education Manager

SKILLS

- Must have good customer service skills—greeting with a welcoming smile and accommodating requests or questions
- Comfortable working with the general public
- General organizational and attention to detail

Artistic / Education Department

Youth Program Audition Volunteer

Youth Program Audition Volunteers will work in two main areas:

1. Young All Stars Orchestra - An exclusive chamber orchestra comprised of High School musicians who are selected to present two performances each year under the direction of Music Director Grant Llewellyn. These auditions are held 2-4 times per year at Meymandi Concert hall. About 20-40 students audition on each date.
2. Bryan Concerto Competition – The North Carolina Symphony’s concerto competition held annually for outstanding North Carolina Musicians. The grand prize winner of this competition is offered an opportunity to perform their concerto with the Symphony during the upcoming season. Approximately 60 instrumentalists audition each year.

RESPONSIBILITIES

Youth Program Audition Volunteers for the Education Department are expected to perform the following:

- Upon arrival check in with Supervisor for briefing, job assignment and receive information about applicants who have registered
- Some jobs may require standing or walking for a time
- Check in participants and give general information, e.g. location of restrooms or other rooms
- Direct applicants to the warm up room
- Direct applicants from warm up room to audition room
- Manage traffic in audition rooms as necessary
- Provide judges with necessary information about applicants, e.g. name, instrument, piece being performed, etc.
- Ensure that auditions occur as scheduled
- Display enthusiasm for working with young musicians
- Have patience and empathy for young musicians on what is a very stressful day for them

SUPERVISOR

Education Workshop Volunteers for the Artistic Department report to Jessica Nalbene, Education Manager

SKILLS

- Excellent oral communication skills are required
- Fine attention to detail and good organizational skills
- Basic problem solving skills, should an issue arise, e.g. Musician leaves music in warm up room

Marketing Department

Newsletter Volunteer

The Marketing Department consists of sub departments such as Audience Services (Box Office), Audience Development and Communications. Newsletter Volunteers for the Marketing Department will work directly with the department that shapes the image of the NC Symphony.

The Newsletter will be issued quarterly to volunteers and will contain updated information on how the Symphony is performing as well as the latest discounts and offers for upcoming concerts. Content ideas are needed to be submitted and approved that fit in with the Mission Statement of the NC Symphony.

“The mission of the North Carolina Symphony is to be an orchestra of the highest artistic quality which embraces its dual legacies of statewide service and music education.”

RESPONSIBILITIES

Newsletter Volunteers for the Marketing Department are expected to perform the following:

- Have email access at home.
- Write relevant articles that are 75 – 200 words in length.
- Include photos where appropriate
- Able to work to a deadline

SUPERVISOR

Newsletter Volunteers for the Marketing Department report to Gavin Brown, Statewide Marketing Manager and Volunteer Coordinator

SKILLS

- Experience using Microsoft applications, including Word and Excel
- Attention to detail
- Excellent written communication

Audience Development

Library Flyer Volunteer

Library Flyer Volunteers will pick up once a week a stack of flyers and distribute them to their local libraries in the area.

RESPONSIBILITIES

Library Flyer Volunteers for the Audience Development are expected to perform the following:

- To have their own transport to drive to the NC Symphony office to pick up flyers
- Able to lift small boxes weighing approx 10 pounds
- Knowledgeable of the local libraries in the Raleigh Triangle area
- Create an eye catching display at the library information desk

SUPERVISOR

Library Flyer Volunteers will report to Nicole Warren or Maria Ewing Keeler of the Audience Development team

SKILLS

- Attention to detail
- Communicate well with library staff if needed

Audience Services

Information Desk Volunteer

Information Desk Volunteers will work with the Box Office at the concert hall by providing information about venues, concert series, single ticket and pricing and the latest promotional offers on future concerts.

RESPONSIBILITIES

Information Desk Volunteers are expected to perform the following:

- On arrival one hour before concert start time, check in with the Box Office Manager on Duty to receive your volunteer name tag and promotional brochures and flyers.
- To be seated at a desk opposite the Box Office desk.
- To be familiar with all the flyers and brochure they are handing out, as well as being aware of the latest promotional offers for future concerts.
- Sell any promotional items such as the Portrait book and poster package.
- Welcome patrons to the concert and direct them to their seating section, box office, cloakroom, restroom, pre concert lecture as needed
- Identify anyone who looks lost and answer general questions about the Symphony
- 5 Minutes before the start of the concert return your name tag to the Box Office Manager on Duty to receive your free concert tickets to enjoy the concert that same night.

SUPERVISOR

Information Desk Volunteers report to the Box Office Manager on duty on that concert night.

SKILLS

- Excellent communication and customer service skills are required.
- Willingness to learn the latest promotional tool to increase sales through distribution of your knowledge.
- Need to be enthusiastic about the Symphony and comfortable approaching members of the public.

Audience Services

Concert Greeter Volunteer

Concert Greeter volunteers will work with the front of house staff at the concert hall by greeting patrons with a warm welcoming smile as they arrive to the concert.

RESPONSIBILITIES

Concert Greeters are expected to perform the following:

- On arrival one hour before concert start time, check in with the Box Office Manager on Duty to receive your volunteer name tag
- Open doors when needed for patrons as they arrive
- Welcome patrons to the concert and direct them to their seating section, box office, cloakroom, restroom, pre concert lecture as needed
- Adhere to the 10ft rule. If a patron comes within 10ft of you, smiling, make eye contact and greet them.
- Identify anyone who looks lost and answer general questions about the Symphony
- 5 Minutes before the start of the concert return your name tag to the Box Office Manager on Duty to receive your free concert tickets to enjoy the concert that same night.

SUPERVISOR

Concert Greeters report to the Box Office Manager on duty on that concert night.

SKILLS

- Excellent customer service skills are required.
- Excellent oral communication skills are required
- Need to be enthusiastic about the Symphony and comfortable approaching members of the public.

Marketing Department

Office Assistance Volunteer

The Marketing Department consists of sub departments such as Audience Services (Box Office), Audience Development and Communications. Office Assistance Volunteers for the Marketing Department will work directly with the department that shapes the image of the NC Symphony

RESPONSIBILITIES

Office Assistance Volunteers for the Marketing Department are expected to perform the following:

- Update files, both electronic and paper;
- Database entry
- Phone calling – renewing of patron subscriptions
- Mailings – envelope stuffing and sorting

SUPERVISOR

Office Assistance Volunteers for the Marketing Department report to Emma Wall for Box Office, Nicole Warren and Maria Ewing Keeler for Audience Development and Jeanie Mellinger for Communications.

SKILLS

- Experience using Microsoft applications, including Word and Excel
- Attention to detail
- Good communication within the department
- Maintain a level of confidentiality and security with information

Artistic Department

Office Assistance Volunteers

Office Assistance Volunteers for the Artistic Department will work directly with the department that manages the orchestra members and other performing artists.

RESPONSIBILITIES

Office Assistance Volunteers for the Artistic Department are expected to perform the following :

- Able to use a photo copier, stuff envelopes, create packets of information
- Able to Google directions and print directions and maps
- Produce and proof signs, posters, flyers and other publications
- Update schedule of events on the computer and print and distribute in house
- Database entry

SUPERVISOR

Office Assistance Volunteers for the Artistic Department report to Megan Whitaker, Artistic Operation Assistant.

SKILLS

- Have some experience using Microsoft applications, word and excel
- Attention to detail
- Good communication within the department

Philanthropy Department

Office Assistance Volunteer

Office Assistance Volunteers for the Philanthropy Department will work directly with the department that fosters donations to the NC Symphony

RESPONSIBILITIES

Office Assistance Volunteers for the Philanthropy Department are expected to perform the following:

- Update files, both electronic and paper
- Perform prospect research utilizing in-house tools
- Database entry
- Tasks ranging from mailings and filing to phone calls and scheduling.

SUPERVISOR

Office Assistance Volunteers for the Philanthropy Department report to Margaret Drum, Philanthropy Department Assistant

SKILLS

- Experience using Microsoft applications, including Word and Excel
- Attention to detail
- Good communication within the department
- Maintain a level of confidentiality and security with information

Philanthropy Department

Phone-a-thon Volunteers

Phone-a-thon Volunteers work with the Philanthropy Department to secure donations from donors.

- Training will be provided and volunteers will be equipped with a call script, frequently asked questions, and other pertinent information regarding the campaign

RESPONSIBILITIES

Phone-a-thon Volunteers are expected to perform the following:

- Attend phone-a-thon training session(s)
- Meet at the phone bank location and make calls on behalf of the Symphony for a specific time frame (2 – 4 hour shifts)
- Thank donors for previous gifts, give useful information pertaining to the Symphony, and solicit a renewal contribution from the donor
- Fill out pledge forms or comment cards for each call placed.

SUPERVISOR

Phone-a-thon volunteers report to Anna Spell Miller, Annual Fund & Corporate Gift Officer.

SKILLS

- Good verbal communicator
- Positive and enthusiastic attitude
- Able and willing to ask peers for contributions to an organization that you love

Audience Development

Event Volunteers

Event volunteers will work closely with our Audience Development team who go to public festivals and events to promote the NC Symphony.

RESPONSIBILITIES

Event Volunteers are expected to perform the following:

- Arrive 15 minutes before the event and check in with the NC Symphony staff and assist with the set up if needed.
- Able to stand for 2-4 hrs if needed, although chairs are available at most events.
- Read the brochure/flyer information before hand so you are familiar with the specific concert that is being promoted.
- Greet patrons with a warm and welcoming smile and distribute informational flyers and brochures
- Assist members of the public in enter any competition by issuing them a competition entry form, ensuring they fill out the form capturing their contact details including their email address.

SUPERVISOR

Event Volunteers report to either Nicole Warren or Maria Ewing Keeper at the event.

SKILLS

- Good communicator.
- Happy, Positive, enthusiastic and excited attitude when promoting future concerts.
- Comfortable in approaching and speaking to members of the public.

Philanthropy

Special Events Volunteers

Special Event Volunteers work closely with the Philanthropy Department at important donor events.

- Events are private, closed parties; only invited guests are allowed to enjoy the event.

RESPONSIBILITIES

Special Event Volunteers are expected to perform the following:

- Dress in appropriate attire for the event, i.e. concert attire or cocktail attire;
- Arrive at least 30 minutes prior to the scheduled start of the event to assist with registration of patrons, nametag distribution, etc.;
- Assist with event day logistics, i.e. putting up signs, room set up, carrying items to set up, etc.;
- When multiple groups are using the Progress Energy Center volunteers can help direct patrons to the correct event.

SUPERVISOR

Special Event Volunteers report to Philanthropy team member on duty.

SKILLS

- Good communicator
- Positive and enthusiastic
- Willingness to help problem solve quickly
- Ability to maintain professional demeanor despite event emergencies
- Understanding of role as volunteer helper and not event patron/attendee

Audience Services

Will Call Volunteers

Will Call volunteers will work with the Box Office staff at the concert hall by greeting patrons at the ticket desk and issue pre-purchased tickets to patrons

RESPONSIBILITIES

Will Call volunteers are expected to perform the following:

- On arrival 75 minutes before concert start time, check in with the Box Office Manager on Duty to receive your volunteer name tag
- Check to ensure all tickets are filed alphabetically by the patron's last name.
- Welcome patrons to the Will Call desk with a friendly smile and greeting.
- Confident talking to the public
- Issue tickets from Will Call box to the correct patron
- Answer general questions about the Symphony
- 5 Minutes before the start of the concert return your name tag to the Box Office Manager on Duty to receive your free concert tickets to enjoy the concert that same night.

SUPERVISOR

Will Call volunteers report to the Box Office Manager on duty.

SKILLS

- Excellent customer service skills are required.
- Excellent oral communication skills are required
- Need to be enthusiastic about the Symphony and comfortable talking with the public